Emergency Telephone Service Committee
Recommended Grade of Service Standard
May 2001

At its May 22, 2001 meeting, the ETSC adopted the following recommended standard as it relates to grade of service for implementing and providing 911 service:

Purpose: To provide a recommended minimum grade of service standard for all 911 trunk groups.

Definition: P.01 is "the probability (P), expressed as a decimal fraction, of a telephone call being blocked. P.01 is the grade of service reflecting the probability that one call out of one hundred, during the average busy hour, will be blocked."

1. It is recommended that a P.01 grade of service be engineered for end office/mobile switching center to 9-1-1 selective router trunk groups and for 9-1-1 selective router to PSAP trunk groups.

2. If a 9-1-1 plan administrator and carrier choose to separate wireless from wireline 9-1-1 trunk groups, a P.01 grade of service should also be applied.

3. It is recommended that E9-1-1 trunk groups have a minimum of two (2) trunks in every trunk group.

4. This recommended standard will be reviewed by the ETSC Wireless Implementation Subcommittee after National NENA adopts a national standard on this issue.